Class Title: **COMPUTER SUPPORT SPECIALIST**

Jurisdictional Class: **Competitive**
Date Adopted: **Jan. 12, 1998**
Date Revised:
Jurisdictions: **County; Schools**
Union Status: **CSEA** (for County)
Pay Grade: **12** (for County)

DISTINGUISHING FEATURES OF THE CLASS: Computer Support Specialists help install and support personal computers and train employees in the use of computers. Incumbents help senior support staff and other computer specialists configure personal computers to fit the needs of a particular department. The position is distinguished from that of Senior Computer Support Specialist by performing less complex work, having no supervisory responsibility and requiring less training and experience. Incumbents do related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Installs and updates hardware and software and develops or adapts basic applications to meet user needs;
Trains users on standard word processing, spreadsheet, database and communications programs, and on common office hardware;
Identifies and resolves elementary computer problems;
Acts as a liaison between users and higher level technical staff and answers computer users' technical questions; Helps analyzes user needs, work flows and computer systems and designs improvements; Helps monitor changes in hardware and software developments, examine their impact, and explain changes to users; Organizes and tracks requests for assistance;
Organizes and prepares a variety of reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Working knowledge of computer hardware and software, network technology, data communications.
Ability to communicate effectively, both verbally and in writing and with users as well as with technical staff; ability to understand and follow instructions.
Initiative, dependability, tact, courtesy and sound judgment.

MINIMUM QUALIFICATIONS:

(A)   High school diploma or equivalency and either:
   (1) Completion of a one-year certificate program given by an accredited school or college in computer science, data processing or a closely related field, **OR**
   (2) Two years' paid professional experience installing, updating or supporting microcomputer systems, **OR**

(B)   An equivalent combination of training and experience as defined by the limits of (1) and (2) above.

NOTE: Part-time employment can be pro-rated to count towards fulltime. Example: six (6) months PT equals three (3) months FT) and a higher level of education can be pro-rated for experience up to a year.

Last Reviewed: n/a
Last Updated: n/a
Reviewed By: n/a
Last Reallocated: n/a

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